

## Exhibit 300: Capital Asset Summary

### Part I: Summary Information And Justification (All Capital Assets)

#### Section A: Overview & Summary Information

**Date Investment First Submitted:** 2010-03-19  
**Date of Last Change to Activities:** 2012-06-21  
**Investment Auto Submission Date:** 2012-02-27  
**Date of Last Investment Detail Update:** 2011-09-16  
**Date of Last Exhibit 300A Update:** 2012-02-27  
**Date of Last Revision:** 2012-06-21

**Agency:** 029 - Department of Veterans Affairs      **Bureau:** 00 - Agency-Wide Activity

**Investment Part Code:** 01

**Investment Category:** 00 - Agency Investments

**1. Name of this Investment:** InterAgency 21st Century Enrollment Systems Redesign

**2. Unique Investment Identifier (Ull):** 029-888888104

#### Section B: Investment Detail

- 1. Provide a brief summary of the investment, including a brief description of the related benefit to the mission delivery and management support areas, and the primary beneficiary(ies) of the investment. Include an explanation of any dependencies between this investment and other investments.**

In October 1996, the Veterans' Health Care Eligibility Reform Act of 1996 was enacted, which required VA to implement a priority-based enrollment system. On March 29, 2009, the Enrollment System Redesign (ESR) v3.0 project was implemented, which re-hosted the legacy information system onto a new platform and implemented the initial HealtheVet Reengineering "system of systems" framework. The system compiles military service, demographics and financial data from VA health care facilities and authoritative sources to process Veterans' applications for enrollment and support benefits determinations and shares them with VA healthcare facilities treating the Veteran. The Department of Veterans Affairs (VA) has identified 16 major initiatives that will serve as a platform to transform VA into a 21st century organization that is people-centric, results-driven, and forward-looking. One of these major initiatives within the Office of Information & Technology (OIT), Initiative 6 – Veterans Relationship Management (VRM), will provide the capabilities required to achieve on-demand access to comprehensive VA services and benefits in a consistent, user-centric manner to enhance Veterans', their families', and their agents' self-service experience through a multi-channel customer relationship management approach. The ESR project was incorporated into VRM as a component of the VRM Member Services (MS) Workstream. The Enrollment project includes improving functionality to process Veterans' applications for enrollment, share Veterans' eligibility and enrollment data with all VA healthcare facilities

involved in the Veterans' care, manage Veterans' enrollment correspondence and telephone inquiries, and support national reporting and analysis of enrollment data. The Health Eligibility Center (HEC) Legacy system handled this functionality until the ESR v3.0 project was first implemented in March 2009. Current development dependencies include InterAgency 21st Century One Vet (identity access management and customer relationship management) and InterAgency 21st Century Veterans Interoperability (data standards and repository and interagency information exchange).

**2. How does this investment close in part or in whole any identified performance gap in support of the mission delivery and management support areas? Include an assessment of the program impact if this investment isn't fully funded.**

The initial Enrollment System release provides the foundation for future capabilities vital to making it easier for Veterans and beneficiaries to access benefits, consolidate health benefits eligibility determinations for all VA's programs, reduce veteran and administrative staff burden and provide self-service opportunities for Veterans and beneficiaries. Planned Enrollment system enhancements are vital to the Secretary's Transformational Goals (T-21) and Virtual Lifetime Electronic Record (VLER) initiatives. Implementation of military service data sharing, a cornerstone of VLER, will enable VHA to seamlessly establish a veteran's eligibility for health benefits and enrollment, thus streamlining access to care. Enrollment system modifications, including enhanced enrollment business rules and new system interfaces will fulfill VA's vision of providing Veterans' a personalized health benefits package and a standards-compliant member benefits card. Enrollment system modifications will allow the VA to relieve 2 million Veterans from onerous annual enrollment updates, allowing Veterans to retain access to care and relieving administrative burden. Veterans will be able to access benefit lines by telephone, web, and kiosk. An eligibility service will enable internal and external systems access to authoritative health benefits eligibility data. Workflow will enhance verification of Veterans' self-reported income with federal tax information to confirm health care eligibility, reduce administrative processing, improve Customer Relationship Management across VA business lines, and eliminate data and processing redundancies with the reengineering of VistA. Funding allows changes to the ESR application and ensures that the system technologies can be brought up to date to the current supported versions, reducing system risk and allowing for continued support of VRM, VLER, and other initiatives with Enrollment data dependencies. If the full budgetary request is not provided, development support for system enhancements and defect resolution will be impacted, as will the ability to address policy and legislative changes in a timely fashion. Customer satisfaction will decrease significantly, and the systems could become non-compliant with policy and legislative changes that may not be addressed. Historically, the deferred implementation of legislative and policy changes led to more costly and lengthier application updates.

**3. Provide a list of this investment's accomplishments in the prior year (PY), including projects or useful components/project segments completed, new functionality added, or operational efficiency achieved.**

PY 2011 Enrollment Systems Redesign Release 3.3 includes updates to the Enrollment and Eligibility Web Service allowing users to manage the Means Test Thresholds Relaxation Percentage by Income Year. Enrollment Systems Redesign Release 3.4 includes updates to the system to solicit Department of Defense and Veterans Business Administration data

increasing end users operational efficiency. Enrollment Systems Redesign Release 3.5 includes interface to the Master Veterans Interface, which reduces manual data entry; supports the pilot Veterans Benefit Handbook creation; provides exemptions for all copayment obligations for Catastrophically Disabled Veterans in accordance with PL 111-163.

**4. Provide a list of planned accomplishments for current year (CY) and budget year (BY).**

CY 2012 Establish a web service based method for providing the information necessary for determining a given Veteran's eligibility for coverage, when presenting a prescription to be filled at a non-VA pharmacy. Provide enhanced priority group determination for Medal of Honor recipients in accordance with PL 111-163. Automate Veteran assignment of a VA preferred facility based on Primary Care Providers. BY2013 Support to the Geographic Means Test (GMT) Thresholds Annual Pension Threshold Updates projects. This project encompasses inclusion of the Means Test and Geographic Means Test Annual Pension threshold values for use in calculating Enrollment and Eligibility determinations and co-pay billing. Remove Means Test Renewal Request software/process at facilities. Update financial data collection and forms in Veterans Health Information Systems and Technology Architecture (VistA) and Enrollment Systems Redesign (ESR) for consistency with the Office of Management and Budget. Enhance the Enrollment System and the VistA Registration system to perform communication capabilities to send, receive, store, update, and manage data elements pertaining to the Veterans personalized electronic Veterans Benefits Handbook and Veterans Benefits Profile.

**5. Provide the date of the Charter establishing the required Integrated Program Team (IPT) for this investment. An IPT must always include, but is not limited to: a qualified fully-dedicated IT program manager, a contract specialist, an information technology specialist, a security specialist and a business process owner before OMB will approve this program investment budget. IT Program Manager, Business Process Owner and Contract Specialist must be Government Employees.**

2009-06-10

## Section C: Summary of Funding (Budget Authority for Capital Assets)

1.

Table I.C.1 Summary of Funding

	PY-1 & Prior	PY 2011	CY 2012	BY 2013
Planning Costs:	\$0.0	\$0.0	\$0.0	\$0.0
DME (Excluding Planning) Costs:	\$2.3	\$2.5	\$3.3	\$3.2
DME (Including Planning) Govt. FTEs:	\$1.2	\$0.3	\$0.5	\$0.5
Sub-Total DME (Including Govt. FTE):	\$3.5	\$2.8	\$3.8	\$3.7
O & M Costs:	\$0.0	\$7.5	\$3.9	\$3.2
O & M Govt. FTEs:	\$0.0	\$0.9	\$0.5	\$0.5
Sub-Total O & M Costs (Including Govt. FTE):	0	\$8.4	\$4.4	\$3.7
Total Cost (Including Govt. FTE):	\$3.5	\$11.2	\$8.2	\$7.4
Total Govt. FTE costs:	\$1.2	\$1.2	\$1.0	\$1.0
# of FTE rep by costs:	9	9	9	9
Total change from prior year final President's Budget (\$)		\$1.2	\$1.0	
Total change from prior year final President's Budget (%)		11.71%	14.00%	

**2. If the funding levels have changed from the FY 2012 President's Budget request for PY or CY, briefly explain those changes:**

Funding levels have not changed significantly from the FY2012 Presidents Budget request for PY and CY. There is a less than 10% difference between BY2012 submission and BY2013 submission.

## Section D: Acquisition/Contract Strategy (All Capital Assets)

Table I.D.1 Contracts and Acquisition Strategy

Contract Type	EVM Required	Contracting Agency ID	Procurement Instrument Identifier (PIID)	Indefinite Delivery Vehicle (IDV) Reference ID	IDV Agency ID	Solicitation ID	Ultimate Contract Value (\$M)	Type	PBSA ?	Effective Date	Actual or Expected End Date
Awarded	3600	<a href="#">VA11811P0015</a>									
Awarded	3600	<a href="#">VA11811F0001</a>	VA11811D0051	3600							
Awarded	3600	<a href="#">VA742S05006</a>	GS00F0049M	4730							

**2. If earned value is not required or will not be a contract requirement for any of the contracts or task orders above, explain why:**

VA Notice 10-2 issued on August 25, 2010, rescinds VA Directive 6061, VA Earned Value Management System for both government and contractor costs for development work on major Information Technology (IT) capital investments. Instead, all VA contracts are required to comply with the VA's Project Management Accountability System (PMAS), which incorporates industry best practices for measuring project performance.

Exhibit 300B: Performance Measurement Report

Section A: General Information

Date of Last Change to Activities: 2012-06-21

Section B: Project Execution Data

Table II.B.1 Projects					
Project ID	Project Name	Project Description	Project Start Date	Project Completion Date	Project Lifecycle Cost (\$M)
1109140875	Enrollment Legislative Changes	The Enrollment Legislative Changes initiative provides support for existing and future capabilities resulting from policy legislative changes.			

Activity Summary								
Roll-up of Information Provided in Lowest Level Child Activities								
Project ID	Name	Total Cost of Project Activities (\$M)	End Point Schedule Variance (in days)	End Point Schedule Variance (%)	Cost Variance (\$M )	Cost Variance (%)	Total Planned Cost (\$M)	Count of Activities
1109140875	Enrollment Legislative Changes							

Key Deliverables								
Project Name	Activity Name	Description	Planned Completion Date	Projected Completion Date	Actual Completion Date	Duration (in days)	Schedule Variance (in days )	Schedule Variance (%)
NONE								

## Section C: Operational Data

Table II.C.1 Performance Metrics

Metric Description	Unit of Measure	FEA Performance Measurement Category Mapping	Measurement Condition	Baseline	Target for PY	Actual for PY	Target for CY	Reporting Frequency
Percentage of Veterans issued a Member Benefits Card within 15 days of enrollment	Percentage	Customer Results - Customer Benefit	Over target	90.000000	0.000000	0.000000	90.000000	Monthly
Average number of applications submitted online	Number	Customer Results - Service Quality	Over target	230.000000	276.000000	0.000000	230.000000	Monthly
Average staff time in processing an Income Verification case	Minutes	Process and Activities - Cycle Time and Timeliness	Under target	0.000000	0.000000	0.000000	0.000000	Monthly
System up time maintained excluding planned downtime	Percentage	Technology - Reliability and Availability	Over target	99.500000	99.500000	90.500000	99.500000	Monthly
Percentage of applications processed within 5 business days	Percentage	Process and Activities - Cycle Time and Timeliness	Over target	87.000000	87.000000	0.000000	87.000000	Monthly